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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

Confirmation No.: 1510

C. EASTER, et al.

Art Unit: 3629

Serial No.: 10/698,423

Examiner: T. Smith

Filed: November 3, 2003

Docket No.: 026063-00018

For: ENCOUNTER TRACKER AND SERVICE GAP ANALYSIS SYSTEM AND  
METHOD OF USE

**RESPONSE UNDER 37 C.F.R. 1.121**

Mail Stop Amendments  
P.O. Box 1450  
Alexandria, VA 22313-1450

January 21, 2005

Sir:

Responsive to the Office Action dated September 21, 2004, the period for  
response having been extended to January 21, 2005, consideration of the following is  
respectfully requested.